

## CLAIMS

What I claim is:

1. A computer-readable medium for scheduling delivery vehicle visits to a customer, said computer-readable medium comprising computer-executable instructions for performing the steps of:

(1) receiving a single request from a user that a first delivery vehicle visit be made to said customer within a particular time window on a first day, and that a second vehicle delivery visit be made to said customer within said particular time window on a second day;

(2) determining whether to schedule said first delivery vehicle visit within said particular time window on said first day;

(3) determining whether to schedule said second delivery vehicle visit within said particular time window on said second day;

(4) in response to a combination of: (a) said request, and (b) a determination in Step (2) that said first delivery vehicle visit should be scheduled within said particular time window on said first day, scheduling said first delivery vehicle visit to be made within said particular time window on said first day; and

(5) in response to a combination of: (a) said request, and (b) a determination in Step (3) that said second delivery vehicle visit should be scheduled within said particular time window on said second day, scheduling said second delivery vehicle visit to be made within said particular time window on said second day.

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2. The computer-readable medium of Claim 1, wherein:

said Step (2) includes determining whether it would be possible to make said first delivery vehicle visit within said particular time window on said first day; and

and Step (3) includes determining whether it would possible to make said second delivery vehicle visit within said particular time window on said second day.

3. The computer-readable medium of Claim 1, wherein:

said Step (2) includes determining whether it would be economically desirable to make said first delivery vehicle visit within said particular time window on said first day; and

and Step (3) includes determining whether it would be economically desirable to make said second delivery vehicle visit within said particular time window on said second day.

4. The computer-readable medium of Claim 1, wherein:

said first delivery vehicle visit is a first delivery;

said first delivery includes a first set of items;

said second delivery vehicle visit is a second delivery; and

said second delivery includes a second set of items.

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5. The computer-readable medium of Claim 4, wherein;  
said first set of items includes substantially all of the items  
delivered during said first delivery; and  
said second set of items includes substantially all of the items  
within said first set of items.

6. The computer-readable medium of Claim 5, wherein said single  
request comprises:

a definition of said first set of items;

an indication that said first set of items should be delivered within said  
particular time window on said first day; and

an indication that said first set of items should be delivered, according to a  
reoccurring delivery schedule, within said particular time window on at least one  
day other than said first day.

7. The computer-readable medium of Claim 1, wherein said  
computer-readable medium comprises computer-executable instructions for  
performing said Steps (1), (2), (3), (4), and (5) in real time.

8. The computer-readable medium of Claim 1, wherein said computer-readable medium further comprises computer-executable instructions for displaying a confirmation message to said user confirming that said first and second delivery vehicle visits have been scheduled, and wherein said step of displaying a confirmation message is executed in response to a combination of:

- (a) said request,
- (b) a determination in Step (2) that said first delivery vehicle visit should be scheduled within said particular time window on said first day, and
- (c) a determination in Step (3) that said second delivery vehicle visit should be scheduled within said particular time window on said second day.

9. The computer-readable medium of Claim 1, wherein:  
said first delivery vehicle visit is a first pickup; and  
said second delivery vehicle visit is a second pickup.

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10. A computer-readable medium for scheduling delivery vehicle visits by a delivery service to a customer, said computer-readable medium comprising computer-executable instructions for performing the steps of:

(1) identifying a time window in which it would be possible for said delivery service to make a delivery vehicle visit to said customer on a particular day;

(2) allowing a user to request that said delivery service make a first delivery vehicle visit to said customer within said time window on said particular day;

(3) allowing said user to specify that the user wishes to schedule a periodic series of delivery vehicle visits that includes said first delivery vehicle visit and one or more additional delivery vehicle visits, each delivery vehicle visit within said periodic series to be made on a different day, but within said particular time window;

(4) allowing said user to specify a schedule for said periodic series of delivery vehicle visits;

(5) scheduling said first delivery vehicle visit;

(6) using a first set of scheduling information to determine whether said delivery service can make each of said additional requested delivery vehicle visits; and

(7) in response to determining that, based on said first set of scheduling information, said delivery service can make each of said additional requested delivery vehicle visits, tentatively scheduling each of said additional requested delivery vehicle visits.

11. The computer-readable medium of Claim 10, wherein said computer-readable medium comprises computer-executable instructions for performing said steps (1), (2), (3), (4), (5), and (6) in real time.

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12. The computer-readable medium of Claim 10, wherein said computer-readable medium comprises computer-executable instructions for allowing said user to define said periodic series of delivery vehicle visits within a single display window.

13. The computer-readable medium of Claim 10, wherein said computer-readable medium comprises computer-executable instructions for allowing said user to define said periodic series of delivery vehicle visits by defining a periodic relationship between each of said additional requested delivery vehicle visits and said first delivery vehicle visit.

14. The computer-readable medium of Claim 10, wherein, according to said periodic relationship, the individual delivery vehicle visits within said periodic series of delivery vehicle visits are to be made on a weekly basis.

15. The computer-readable medium of Claim 10, wherein each of said delivery vehicle visits is a pickup.

16. The computer-readable medium of Claim 10, wherein:  
said first delivery vehicle visit is a first delivery;  
said additional requested delivery vehicle visits are additional requested deliveries; and  
said first delivery includes a first set of items.

17. The computer-readable medium of Claim 16, wherein said computer-readable medium comprises computer-executable instructions for automatically specifying that said first set of items should also be delivered during at least one of said additional requested deliveries.

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18. The computer-readable medium of Claim 17, wherein said computer-readable medium comprises computer-executable instructions for automatically specifying that said first set of items should also be delivered during each of said additional requested deliveries.

19. The computer-readable medium of Claim 18, wherein said first set of items includes all of the items delivered during said first delivery.

20. The computer-readable medium of Claim 10, wherein said computer-readable medium comprises computer-executable instructions for performing the steps of:

using a second set of scheduling information to determine whether said delivery service can make a particular one of said additional requested delivery vehicle visits; and

in response to determining that, based on said second set of scheduling information, said delivery service can make said particular one of said additional delivery vehicle visits, firmly scheduling said particular one of said additional requested delivery vehicle visits.

21. The computer-readable medium of Claim 20, wherein:  
said first delivery vehicle visit is a first delivery;  
said additional requested delivery vehicle visits are additional requested deliveries; and  
said first delivery includes a first set of items.

22. The computer-readable medium of Claim 20, wherein said first and second sets of scheduling information include information regarding one or more previously scheduled series of delivery vehicle visits.

23. The computer-readable medium of Claim 22, wherein said second set of information further includes information regarding:

- (1) previously scheduled one-time delivery vehicle visits; and
- (2) the days on which said delivery service will not make delivery vehicle visits.

24. The computer-readable medium of Claim 20, wherein said computer-readable medium comprises computer-executable instructions for performing the step of:

in response to determining that, based on said second set of scheduling information, said delivery service can not make said particular one of said additional delivery vehicle visits, automatically informing a user that said particular one of said additional delivery vehicle visits must be rescheduled.

25. The computer-readable medium of Claim 24, wherein said step of automatically informing said user comprises automatically sending an e-mail message to said user.

26. The computer-readable medium of Claim 24, wherein said computer-readable medium comprises computer-executable instructions for performing a step of allowing said user to electronically re-schedule said particular one of said additional delivery vehicle visits.



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27. The computer-readable medium of Claim 26, wherein said computer-readable medium comprises computer-executable instructions for allowing said user to reschedule said particular one of said additional delivery vehicle visits by e-mail.

28. The computer-readable medium of Claim 26, wherein said computer-readable medium comprises computer-executable instructions for allowing said user to use a web site to reschedule said particular one of said additional delivery vehicle visits.

29. The computer-readable medium of Claim 20, wherein:  
said step of using a first set of scheduling information to determine whether said delivery service can make each of said additional requested delivery vehicle visits is a first scheduling step;

said step of using said second set of scheduling information to determine whether said delivery service can make said particular one of said additional delivery vehicle visits is a second scheduling step; and

said computer-readable medium comprises computer-executable instructions for executing said first scheduling step at least a day before executing said second scheduling step.

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30. The computer-readable medium of Claim 29, wherein said computer-readable medium comprises computer-executable instructions for:

executing said first scheduling step on the same day that said user specifies that the user wishes to schedule said periodic series of delivery vehicle visits; and  
executing said second scheduling step as part of a periodic scheduling job.

31. The computer-readable medium of Claim 20, wherein said computer-readable medium comprises computer-executable instructions for executing a periodic scheduling job that is configured for executing the steps of:

determining whether any of said additional requested delivery vehicle visits is tentatively scheduled to be made within a particular date range;

in response to determining that at least one of said additional requested delivery vehicle visits is tentatively scheduled to be made within said particular date range, using said second set of scheduling information to determine whether said delivery service can make said at least one of said additional requested delivery vehicle visits; and

in response to determining, based on said second set of scheduling information, that said delivery service can make said at least one of said additional requested delivery vehicle visits, firmly scheduling said at least one of said additional requested delivery vehicle visits.

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32. A method of scheduling delivery vehicle visits to a customer, said method comprising the steps of:

(1) receiving a single request from a user that a first delivery vehicle visit be made to said customer within a particular time window on a first day, and that a second vehicle delivery visit be made to said customer within said particular time window on a second day;

(2) determining whether to schedule said first delivery vehicle visit within said particular time window on said first day;

(3) determining whether to schedule said second delivery vehicle visit within said particular time window on said second day;

(4) in response to a combination of: (a) said request, and (b) a determination in Step (2) that said first delivery vehicle visit should be scheduled within said particular time window on said first day, scheduling said first delivery vehicle visit to be made within said particular time window on said first day; and

(5) in response to a combination of: (a) said request, and (b) a determination in Step (3) that said second delivery vehicle visit should be scheduled within said particular time window on said second day, scheduling said second delivery vehicle visit to be made within said particular time window on said second day.

33. The method of Claim 32, wherein:  
said first delivery vehicle visit is a first delivery;  
said first delivery includes a first set of items;  
said second delivery vehicle visit is a second delivery;  
said second delivery includes a second set of items;  
said first set of items includes all of the items delivered during said first delivery; and

said second set of items includes substantially all of the items within said first set of items.

34. The method of Claim 33, wherein said single request comprises:  
a definition of said first set of items;  
an indication that said first set of items should be delivered within said particular time window on said first day; and

an indication that said first set of items should be delivered, according to a reoccurring delivery schedule, within said particular time window on at least one day other than said first day.

35. The method of Claim 32, wherein said Steps (1), (2), (3), (4), and (5) are performed in a real time computing environment.

36. The method of Claim 32, wherein:  
said first delivery vehicle visit is a first pickup; and  
said second delivery vehicle visit is a second pickup.

37. A method of scheduling delivery vehicle visits by a delivery service to a customer, said method comprising the steps of:

(1) identifying a time window in which it would be possible for said delivery service to make a delivery vehicle visit to said customer on a particular day;

(2) allowing a user to request that said delivery service make a first delivery vehicle visit to said customer within said time window on said particular day;

(3) allowing said user to specify that the user wishes to schedule a periodic series of delivery vehicle visits that includes said first delivery vehicle visit and one or more additional delivery vehicle visits, each delivery vehicle visit within said periodic series to be made on a different day, but within said particular time window;

(4) allowing said user to specify a schedule for said series of delivery vehicle visits;

(5) using a first set of scheduling information to determine whether said delivery service can make each of said additional requested delivery vehicle visits;

(6) scheduling said first delivery vehicle visit; and

(7) in response to determining that, based on said first set of scheduling information, said delivery service can make each of said additional requested delivery vehicle visits, tentatively scheduling each of said additional requested delivery vehicle visits.

38. The method of Claim 37, wherein said steps (1), (2), (3), (4), (5) and (6) are performed in a real time computing environment.

39. The method of Claim 37, further including the step of allowing said user to define said periodic series of delivery vehicle visits by defining a periodic relationship between each of said additional requested delivery vehicle visits and said first delivery vehicle visit.

40. The method of Claim 37, wherein each of said delivery vehicle visits is a pickup.

41. The method of Claim 37, wherein:  
said first delivery vehicle visit is a first delivery;  
said additional requested delivery vehicle visits are additional requested deliveries; and  
said first delivery includes a first set of items.

42. The method of Claim 41, wherein:  
said first set of items includes substantially all of the items delivered during said first delivery; and  
said method further comprises the step of automatically specifying that said first set of items should also be delivered during at least one of said additional requested deliveries.

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43. The method of Claim 37, wherein said method further comprises the steps of:

using a second set of scheduling information to determine whether said delivery service can make a particular one of said additional requested delivery vehicle visits; and

in response to determining that, based on said second set of scheduling information, said delivery service can make said particular one of said additional delivery vehicle visits, firmly scheduling said particular one of said additional requested delivery vehicle visits.

44. The method of Claim 37, wherein said first delivery vehicle visit is a first delivery;

said additional requested delivery vehicle visits are additional requested deliveries; and

said first delivery includes a first set of items.

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45. The method of Claim 43, wherein:  
said first set of scheduling information includes information regarding one or more previously scheduled series of deliveries; and  
said second set of scheduling information includes information regarding:  
one or more previously scheduled series of deliveries;  
one or more previously scheduled one-time delivery vehicle visits;  
and  
one or more days on which said delivery service will not make delivery vehicle visits.

46. The method of Claim 43, wherein said method further comprises the step of:

in response to determining that, based on said second set of scheduling information, said delivery service can not make said particular one of said additional delivery vehicle visits, automatically informing a user that said particular one of said additional delivery vehicle visits must be rescheduled.

47. The method of Claim 46, wherein said method further comprises the step of allowing said user to electronically re-schedule said particular one of said additional delivery vehicle visits.



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48. The method of Claim 43, wherein said method further comprises the step of executing a periodic scheduling job that is configured for executing the steps of:

determining whether any of said additional requested delivery vehicle visits is tentatively scheduled to be made within a particular date range;

in response to determining that at least one of said additional requested delivery vehicle visits is tentatively scheduled to be made within said particular date range, using said second set of scheduling information to determine whether said delivery service can make said at least one of said additional requested delivery vehicle visits;

in response to determining, based on said second set of scheduling information, that said delivery service can make said at least one of said additional requested delivery vehicle visits, firmly scheduling said at least one of said additional requested deliveries; and

in response to determining, based on said second set of scheduling information, that said delivery service can not make a particular one of said additional requested delivery vehicle visits, automatically informing said user that said delivery service can not make said particular one of said additional requested delivery vehicle visits.

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49. A system for scheduling delivery vehicle visits to a customer, said system comprising:

a central processing unit;

a memory coupled to said central processing unit; and

a display screen coupled to said central processing unit,

said central processing unit being configured for:

(1) receiving a single request from a user that a first delivery vehicle visit be made to said customer within a particular time window on a first day, and that a second vehicle delivery visit be made to said customer within said particular time window on a second day;

(2) determining whether to schedule said first delivery vehicle visit within said particular time window on said first day;

(3) determining whether to schedule said second delivery vehicle visit within said particular time window on said second day;

(4) in response to a combination of: (a) said request, and (b) a determination in Step (2) that said first delivery vehicle visit should be scheduled within said particular time window on said first day, scheduling said first delivery vehicle visit to be made within said particular time window on said first day; and

(5) in response to a combination of: (a) said request, and (b) a determination in Step (3) that said second delivery vehicle visit should be scheduled within said particular time window on said second day, scheduling said second delivery vehicle visit to be made within said particular time window on said second day.

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50. The system of Claim 49, wherein:  
said first delivery vehicle visit is a first delivery;  
said first delivery includes a first set of items;  
said second delivery vehicle visit is a second delivery; and  
said second delivery includes a second set of items;  
said first set of items includes all of the items delivered during said first delivery; and  
said second set of items includes substantially all of the items within said first set of items.

51. The system of Claim 49, wherein said central processing unit is further configured for performing said Steps (1), (2), (3), (4), and (5) in real time.

52. The system of Claim 49, wherein:  
said first delivery vehicle visit is a first pickup; and  
said second delivery vehicle visit is a second pickup.

53. A system for scheduling delivery vehicle visits by a delivery service to a customer, said system comprising:

a central processing unit;

a memory coupled to said central processing unit; and

a display screen coupled to said central processing unit,

said central processing unit being configured for:

(1) identifying a time window in which it would be possible for said delivery service to make a delivery vehicle visit to said customer on a particular day;

(2) allowing a user to request that said delivery service make a first delivery vehicle visit to said customer within said time window on said particular day;

(3) allowing said user to specify that the user wishes to schedule a periodic series of delivery vehicle visits that includes said first delivery vehicle visit and one or more additional delivery vehicle visits, each delivery vehicle visit within said periodic series to be made on a different day, but within said particular time window;

(4) allowing said user to specify a schedule for said series of delivery vehicle visits;

(5) using a first set of scheduling information to determine whether said delivery service can make each of said additional requested delivery vehicle visits;

(6) scheduling said first delivery vehicle visit; and

(7) in response to determining that, based on said first set of scheduling information, said delivery service can make each of said additional requested delivery vehicle visits, tentatively scheduling each of said additional requested delivery vehicle visits.

54. The system of Claim 53, wherein said central processing unit is configured for performing said Steps (1), (2), (3), (4), (5) and (6) in real time.

55. The system of Claim 53, wherein said central processing unit is configured for allowing said user to define said periodic series of delivery vehicle visits by defining a periodic relationship between each of said additional requested delivery vehicle visits and said first delivery vehicle visit.

56. The system of Claim 53, wherein each of said delivery vehicle visits is a pickup.

57. The system of Claim 53, wherein:  
said first delivery vehicle visit is a first delivery;  
said additional requested delivery vehicle visits are additional requested deliveries; and  
said first delivery includes a first set of items.

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58. The system of Claim 57, wherein:

said first set of items includes substantially all of the items delivered during said first delivery; and

said central processing unit is configured for automatically specifying that said first set of items should also be delivered during at least one of said additional requested deliveries.

59. The system of Claim 53, wherein said central processing unit is configured for performing the steps of:

using a second set of scheduling information to determine whether said delivery service can make a particular one of said additional requested delivery vehicle visits; and

in response to determining that, based on said second set of scheduling information, said delivery service can make said particular one of said additional delivery vehicle visits, firmly scheduling said particular one of said additional requested delivery vehicle visits.

60. The system of Claim 59, wherein said central processing unit is configured for performing the step of:

in response to determining that, based on said second set of scheduling information, said delivery service can not make said particular one of said additional delivery vehicle visits, automatically informing a user that said particular one of said additional delivery vehicle visits must be rescheduled.

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61. A computer-readable medium for scheduling delivery vehicle visits to a customer, said computer-readable medium comprising computer-executable instructions for performing the steps of:

(1) receiving a request from a user that a first delivery vehicle visit be made to said customer on a first day within a first time window, and that a second delivery vehicle visit be made to said customer on a second day within a second time window;

(2) determining whether to schedule said first delivery vehicle visit to be made on said first day within said first time window;

(3) determining whether to schedule said second delivery vehicle visit to be made on said second day within said second time window;

(4) in response to a combination of: (a) said request, and (b) a determination in Step (2) that said first delivery vehicle visit should be scheduled within said first time window on said first day, scheduling said first delivery vehicle visit to be made within said first time window on said first day; and

(5) in response to a combination of: (a) said request, and (b) a determination in Step (3) that said second delivery vehicle visit should be scheduled within said second time window on said second day, scheduling said second delivery vehicle visit to be made within said second time window on said second day; and wherein

said Step (3) of determining whether to schedule said second delivery vehicle visit within said second time window on said second day includes determining whether a lag time between said first time window and said second time window is greater than a predetermined threshold lag time.

62. The computer-readable medium of Claim 61, wherein:  
said first delivery vehicle visit is a pickup; and  
said second delivery vehicle visit is a delivery.

63. The computer-readable medium of Claim 61, wherein:  
said first delivery vehicle visit is a pickup of a load of laundry to be  
cleaned; and

said second delivery vehicle visit is a delivery of said load of laundry to be  
made after said load of laundry has been cleaned.

64. The computer-readable medium of Claim 61, wherein said  
predetermined threshold lag time has been determined based, at least in part, on  
the estimated time that it would take to clean said laundry.

65. The computer-readable medium of Claim 61, wherein said Steps  
(1), (2), (3), (4), and (5) are performed in a real time computing environment.

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66. A computer-readable medium for scheduling delivery vehicle visits by a delivery service to a customer, said computer-readable medium comprising computer-executable instructions for performing the steps of:

(1) identifying a first time window in which it would be possible for said delivery service to make, on a first day, a first delivery vehicle visit to said customer;

(2) allowing a user to request that said delivery service make said first delivery vehicle visit to said customer on said first day within said first time window;

(3) allowing said user to specify a second day on which a second delivery vehicle visit is to be made, said second delivery vehicle visit being related to said first delivery vehicle visit;

(4) identifying a second time window in which it would be possible for said delivery service to make a delivery vehicle visit to said customer on a second day, said step of identifying including the step of determining whether a lag time between said first time window and said second time window is greater than a threshold lag time;

(5) allowing said user to request that said delivery service make said second delivery vehicle visit to said customer on said second day within said second time window;

(6) scheduling said first delivery vehicle visit to be made to said customer on said first day within said first time window; and

(7) scheduling said second delivery vehicle visit to be made to said customer on said second day within said second time window.

67. The computer-readable medium of Claim 66, wherein said Steps (1), (2), (3), (4), and (5) are performed in a real time computing environment.

68. The computer-readable medium of Claim 66, wherein:  
said first delivery vehicle visit is a pickup; and  
said second delivery vehicle visit is a delivery.

69. The computer-readable medium of Claim 66, wherein:  
said first delivery vehicle visit is a pickup of a load of laundry to be  
cleaned; and  
said second delivery vehicle visit is a delivery of said load of laundry to be  
made after said load of laundry has been cleaned.

70. The computer-readable medium of Claim 66, wherein said  
predetermined threshold lag time has been determined based, at least in part, on  
the estimated time that it would take to clean said laundry.

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71. A computer-readable medium for scheduling customer visits to a customer, said computer-readable medium comprising computer-executable instructions for performing the steps of:

(1) receiving a single request from a user that a first customer visit be made to said customer within a particular time window on a first day, and that a second customer visit be made to said customer within said particular time window on a second day;

(2) determining whether to schedule said first customer visit within said particular time window on said first day;

(3) determining whether to schedule said second customer visit within said particular time window on said second day;

(4) in response to a combination of: (a) said request, and (b) a determination in Step (2) that said first customer visit should be scheduled within said particular time window on said first day, scheduling said first customer visit to be made within said particular time window on said first day; and

(5) in response to a combination of: (a) said request, and (b) a determination in Step (3) that said second customer visit should be scheduled within said particular time window on said second day, scheduling said second customer visit to be made within said particular time window on said second day.

72. The computer-readable medium of Claim 71, wherein:

said Step (2) includes determining whether it would be possible to make said first customer visit within said particular time window on said first day; and

and Step (3) includes determining whether it would possible to make said second customer visit within said particular time window on said second day.

73. The computer-readable medium of Claim 71, wherein:

said Step (2) includes determining whether it would be economically desirable to make said first customer visit within said particular time window on said first day; and

and Step (3) includes determining whether it would be economically desirable to make said second customer visit within said particular time window on said second day.

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74. A computer-readable medium for scheduling customer visits to a customer, said computer-readable medium comprising computer-executable instructions for performing the steps of:

(1) receiving a request from a user that a first customer visit be made to said customer on a first day within a first time window, and that a second customer visit be made to said customer on a second day within a second time window;

(2) determining whether to schedule said first customer visit to be made on said first day within said first time window;

(3) determining whether to schedule said second customer visit to be made on said second day within said second time window;

(4) in response to a combination of: (a) said request, and (b) a determination in Step (2) that said first customer visit should be scheduled within said first time window on said first day, scheduling said first customer visit to be made within said first time window on said first day; and

(5) in response to a combination of: (a) said request, and (b) a determination in Step (3) that said second customer visit should be scheduled within said second time window on said second day, scheduling said second customer visit to be made within said second time window on said second day; and wherein

said Step (3) of determining whether to schedule said second customer visit within said second time window on said second day includes determining whether a lag time between said first time window and said second time window is greater than a predetermined threshold lag time.

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75. A computer-readable medium for scheduling customer visits to a customer, said computer-readable medium comprising computer-executable instructions for performing the steps of:

(1) identifying a time window in which it would be possible to make a customer visit to said customer on a particular day;

(2) allowing a user to request that said customer visit be made to said customer within said time window on said particular day;

(3) allowing said user to specify that the user wishes to schedule a periodic series of customer visits that includes said first customer visit and one or more additional customer visits, each customer visit within said periodic series to be made on a different day, but within said particular time window;

(4) allowing said user to specify a schedule for said series of customer visits;

(5) scheduling said first customer visit;

(6) using a first set of scheduling information to determine whether said delivery service can make each of said additional requested customer visits; and

(7) in response to determining that, based on said first set of scheduling information, said delivery service can make each of said additional requested customer visits, tentatively scheduling each of said additional requested customer visits.

76. The computer-readable medium of Claim 75, wherein said computer-readable medium comprises computer-executable instructions for performing said steps (1), (2), (3), (4), (5), and (6) in real time.

77. The computer-readable medium of Claim 75, wherein said computer-readable medium comprises computer-executable instructions for allowing said user to define said periodic series of customer visits within a single display window.

78. The computer-readable medium of Claim 75, wherein said computer-readable medium comprises computer-executable instructions for allowing said user to define said periodic series of customer visits by defining a periodic relationship between each of said additional requested customer visits and said first customer visit.

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